

Monitoring Policy

Policy No.	9
Effective Date	5/28/2020
Approval	GNWDB

Reference

WIOA Section 116, 121, 129, & 134. 20 CFR 678.800 & 679.370. TEGL 16-16. Nebraska Department of Labor's One-stop Delivery System Assessment and One-stop Center Certification, Change 1.

Policy

Monitoring and technical assistance are integral parts of the Greater Nebraska Workforce Development Area's (GNWDA) oversight responsibilities. Monitoring is an essential part of program and financial management to ensure compliance with applicable laws, regulations, regional and local plans, policies, and procedures. Monitoring identifies areas of strength and weakness in operations with the intent of developing program performance. Technical assistance improves program operation and management capabilities.

The Greater Nebraska Workforce Development Board (GNWDB), also referred to as the "Board" in partnership with the Chief Elected Officials Board (CEOB) is required to conduct oversight of youth workforce investment activities, adult and dislocated worker employment and training activities, and the entire one-stop delivery system in the local area. The GNWDB must also ensure the appropriate use and management of funds provided for these activities. For workforce development activities, ensure the appropriate use, management, and investment of funds to maximize performance outcomes.

All programs and activities in the GNWDA are subject to monitoring. The GNWDB and Administrative Entity may visit any facility, speak with any management, staff, or participants associated with WIOA services or operations within the local area.

One-stop Delivery System

Local boards must assess the effectiveness, physical and programmatic accessibility, and continuous improvement of its local one-stop delivery system at least once every three years. The Board must also certify at least one comprehensive one-stop center at least once every three years. If the Board has designated a one-stop partner site as an affiliate site, they must also certify that site.

Required Criteria

The assessment of the effectiveness of the local one-stop delivery system and one-stop centers must include how well the system and centers:

- Integrate available services for job seekers and employers;

- Meet the workforce development needs of job seekers and employment needs of local employers;
- Operate in a cost-efficient manner;
- Coordinate services among the one-stop partner programs; and
- Provide access to one-stop partner program services to the maximum extent practicable, including providing services outside of regular business hours where there is a workforce need as identified by the Board.

In addition, the assessment must take into account feedback from one-stop customers.

The assessment of the physical and programmatic accessibility of the local one-stop delivery system and one-stop centers must include how well the system and centers take action to comply with equal opportunity and non-discrimination requirements, including:

- Providing reasonable accommodations for persons with disabilities;
- Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities;
- Administering programs in the most appropriate integrated setting;
- Communicating with person with disabilities as effectively as with others;
- Providing appropriate auxiliary aids and services, including assistive technology devices and services when necessary, to afford person with disabilities an equal opportunity to participate in and enjoy the benefits of the program or activity;
- Providing physical accessibility for persons with disabilities; and
- Utilizing the common identifier (American Job Center or a proud partner of the American Job Center Network) on all:
 - Products, programs, activities, services, electronic resources, facilities, and related property and new materials used in the one-stop delivery system; and
 - Exterior branding, including signage.

All one-stop centers, including affiliate sites and specialized centers, must comply with the physical and programmatic accessibility requirements.

The assessment of the continuous improvement of the local one-stop delivery system and one-stop centers must include how well the system and centers support the achievement of the negotiated local levels of performance; and may include other continuous improvement factors such as having:

- A regular process for identifying and responding to technical assistance needs of the system and centers;
- A regular system of continuing professional staff development; and
- Systems in place to capture and respond to specific customer feedback.

Additional assessment criteria or higher standards of service coordination may be established by the board. If additional criteria are established, the board must review and update the criteria every

two years as part of its regional and local plan development process. The GNWDB has not set any additional assessment criteria.

Procedures

Greater Nebraska has developed an assessment checklist or will use a checklist provided by the State that includes the required criteria listed above. The Board will appoint a committee consisting of five board members or partners to complete an on-site assessment. The results are compiled into a single report and provided to the board for review. The board reviews the outcomes of the assessments, provides any recommendations for improvement, and the final certification recommendation. Last, the Board will provide the certification recommendation to the Nebraska Department of Labor by email no later than June 1 of the applicable year.

Greater Nebraska distributes voluntary customer surveys three times a year to extend customers the opportunity to provide feedback. Surveys are issued twice a year to customers who received a service within the last 90 days and once a year to employers who received a service within the last year. The results are compiled into a single report to the Board for review. Any customers requesting further assistance are followed up with by the local office.

Programmatic Monitoring

The Administrative Entity will conduct programmatic monitoring through desk reviews.

At least one quality assurance file review will be completed bi-weekly. The files reviewed will be picked at random. Each file review will include a comprehensive review of a participant's file including the eligibility determination, Individual Employment Plan/ Individual Service Strategy, proper documentation, and ongoing case management. A file review report will be provided to the Career Planner and their Supervisor the day it is completed. Any corrective actions must be completed by the Career Planner and their Supervisor within two weeks of receiving the review. Once all corrective actions are completed, the Career Planner will provide a response to the Administrative Entity. The Administrative Entity will provide a report to the System Coordination Committee on the status of monitoring activities, findings, requested corrective action, and resolution of findings at regularly scheduled committee meetings.

Quarterly reports (January, April, July, and October) will be completed to ensure priority of service guidelines are followed. The Administrative Entity will provide a report to the System Coordination Committee on the status.

At each regularly scheduled board meeting, the GNWDB will review the budget, including current obligations and expenditures, enrollment numbers, and the most recent quarterly performance report.

Technical assistance will be provided by the Administrative Entity to field staff on any areas of concern.

Annual Physical & Programmatic Assessment

An annual assessment of the physical and programmatic accessibility is required. The assessment will be conducted by the Administrative Entity and/or One-stop Operator annually in May. The assessment will include the physical and programmatic criteria required for the One-stop Delivery System assessment. The Administrative Entity will provide a report to the System Coordination Committee and any corrective action necessary to meet requirements will be issued by the Board.

Disclaimer

This policy is based on Greater Nebraska's reading of the applicable statutes, regulations, rules and guidance released by the U.S. Government and the State of Nebraska. This policy is subject to change as revised or additional statutes, regulations, rules and guidance are issued.